A Look into one of Europe's largest CEP Customer's Use of the Trimble MAPS Development Platform

OVERVIEW

Courier Express Parcel (CEP) businesses are facing an on-going challenge of managing customer's ever-changing expectations including wanting a flexible choice of delivery slot, visibility of their package all at a competitive price.

One of the largest Courier Express Parcel Carrier in Europe transformed their delivery workflow by utilising Trimble MAPS development platform to build a route optimization solution.

Learn how they utilised the Trimble MAPS development platform with map visualization and post trip analysis to build a time window route optimization solution.

THE CHALLENGE

A major European parcel delivery company, with an extensive parcel supply chain of over 10,000 vans and routes, that delivers over 400 million packages faced this very challenge.

Many of their customers were not providing accurate, geocodable destination addresses for their parcels — in fact over 10% of destinations given were not geocoded. This created a problem for their inexperienced drivers who weren't familiar with the given area. Leading to lost time and decreased productivity. They simply had no tool that could compare the route "with and without" optimisation and were struggling to communicate the potential financial value a tool of this nature could offer the depots and drivers.

The company's management team were convinced that if they did not look to resolve these issues there would be a negative impact on business. They needed to implement a solution that utilised an optimised route for all drivers, as this would improve their business performance and meet customers' expectations.

However, with limited resources, delivering new application features was a daunting task for this CEP organisation.

THE SOLUTION

Having previously integrated with our mobile stops sequencing and turn-by-turn navigation solution, CoPilot, It was logical for this CEP to turn to us to help build a back office solution that leveraged the unique API capabilities of our development platform.

They built a web based, post-trip analysis dashboard which was rolled out to every depot in the country. It aimed at giving the business the unique visibility of the drivers route and could be used to debrief drivers' planned vs. actual performance to ensure that the optimal route was followed.

Leveraging the unique API capabilities of our development platform a post trip analysis tool which was rolled out to every depot in the country. The solution enabled the franchise and depot managers as well as the drivers to compare a driven route with the same route incorporating our optimisation recommendations.

Drivers were able to access reliable turn by turn navigation and access advanced ETA calculations down to one hour time window. The tool also captured the actual stops sequence and route driven.
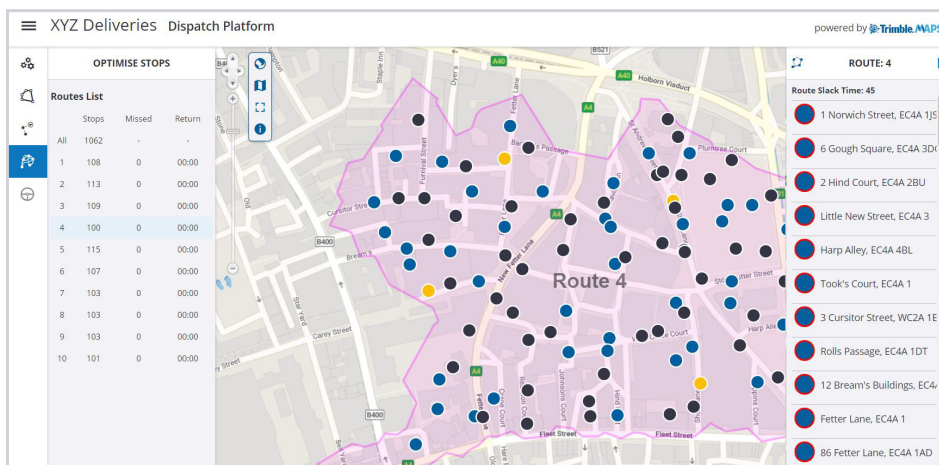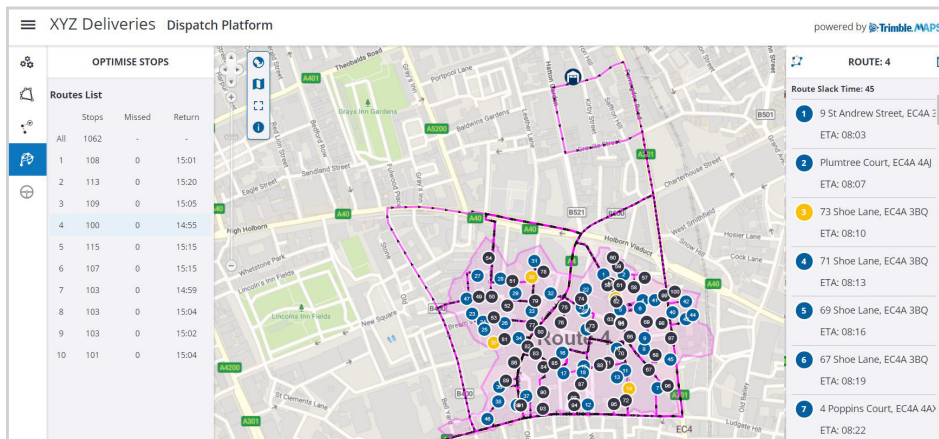
THE RESULTS

The integration with the Trimble MAPS Development Platform enabled them to find a profitable and efficient way to meet their customers' expectations.

By partnering with Trimble MAPS the Courier Express Parcel Carrier was able to benefit from:

▶ Efficient fleet-wide route optimisation that generates the best possible routes for drivers over their entire work day

▶ Greater adherence to the originally-calculated arrival time

▶ Increased driver adoption of routing. More drivers were following the prescribed stops sequence which in turn has seen a fleet-wide reduction in miles driven

▶ Accurate ETAs to deliver exceptional customer service

Optimized Stops

Planned Stops

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